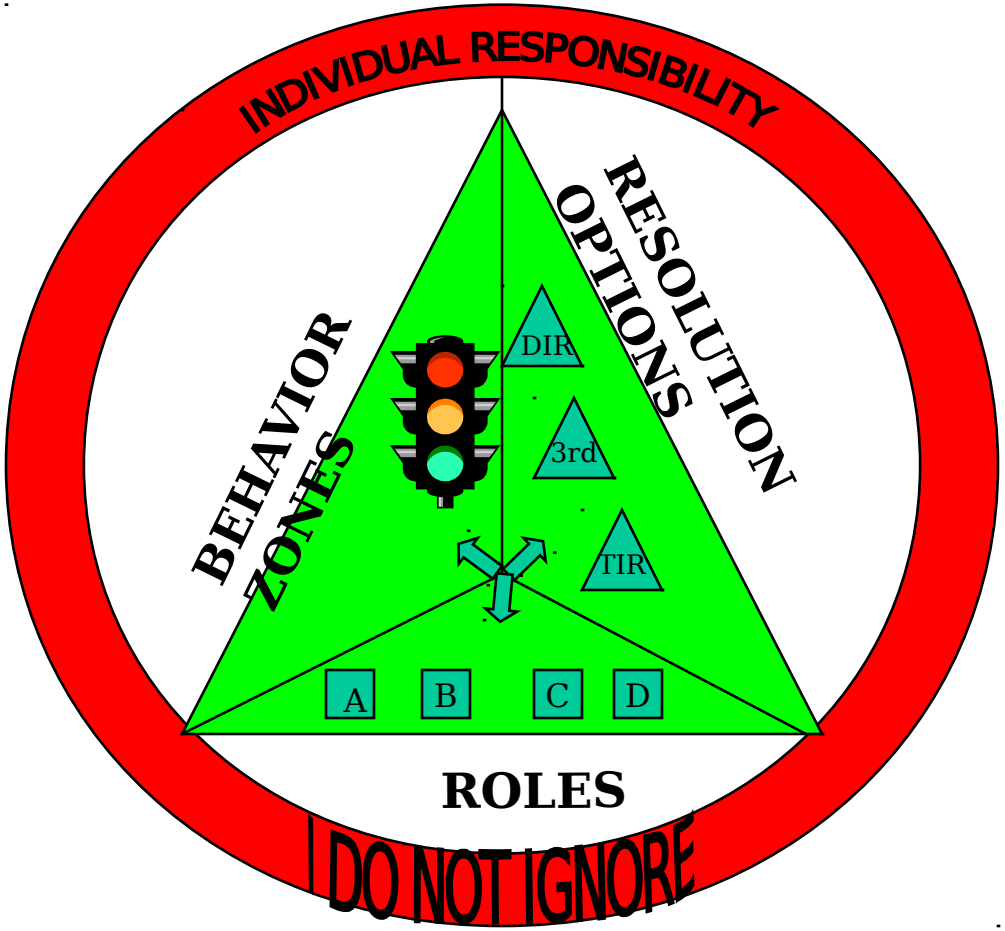
INFORMAL RESOLUTION SYSTEM

EORC

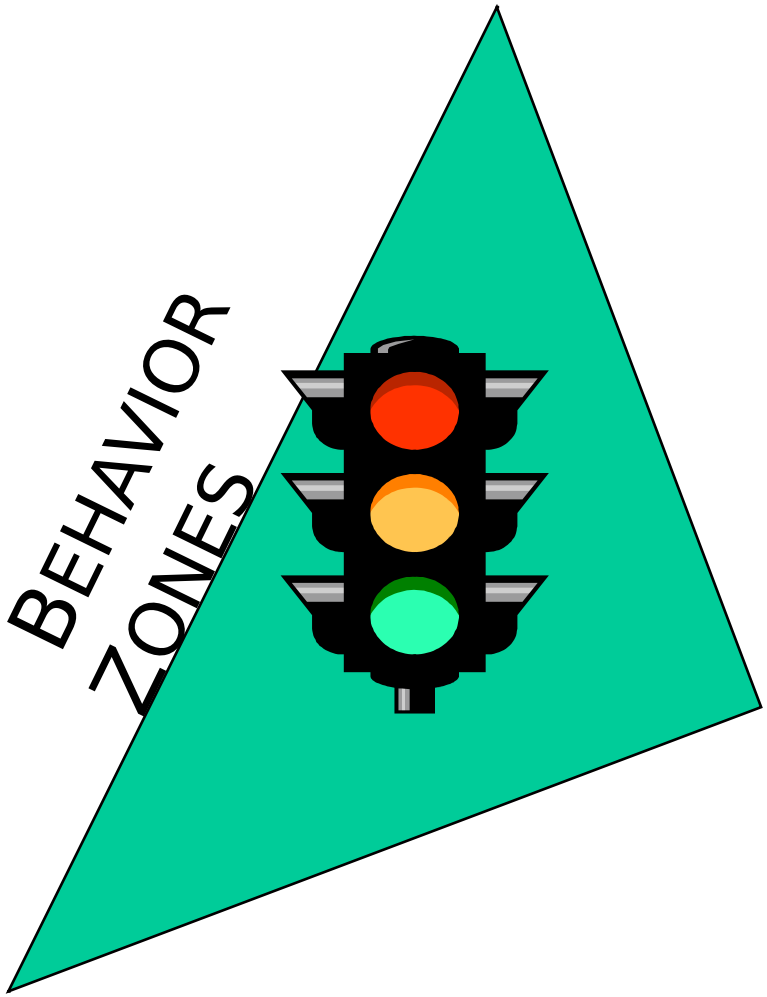
OVERVIEW

- Define IRS concept
- Discuss IRS key elements
- Demonstrate working knowledge of IRS

Definition of Terms



Behavior Zones

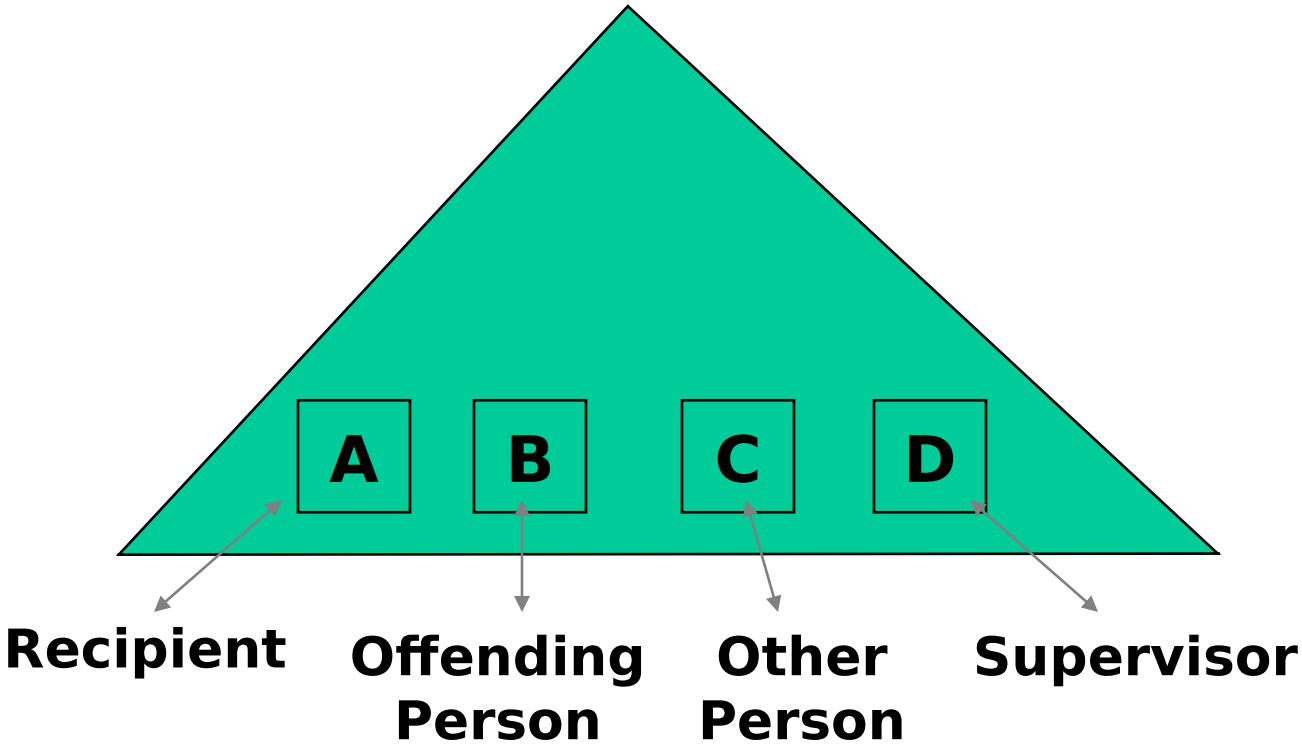


RED ZONE

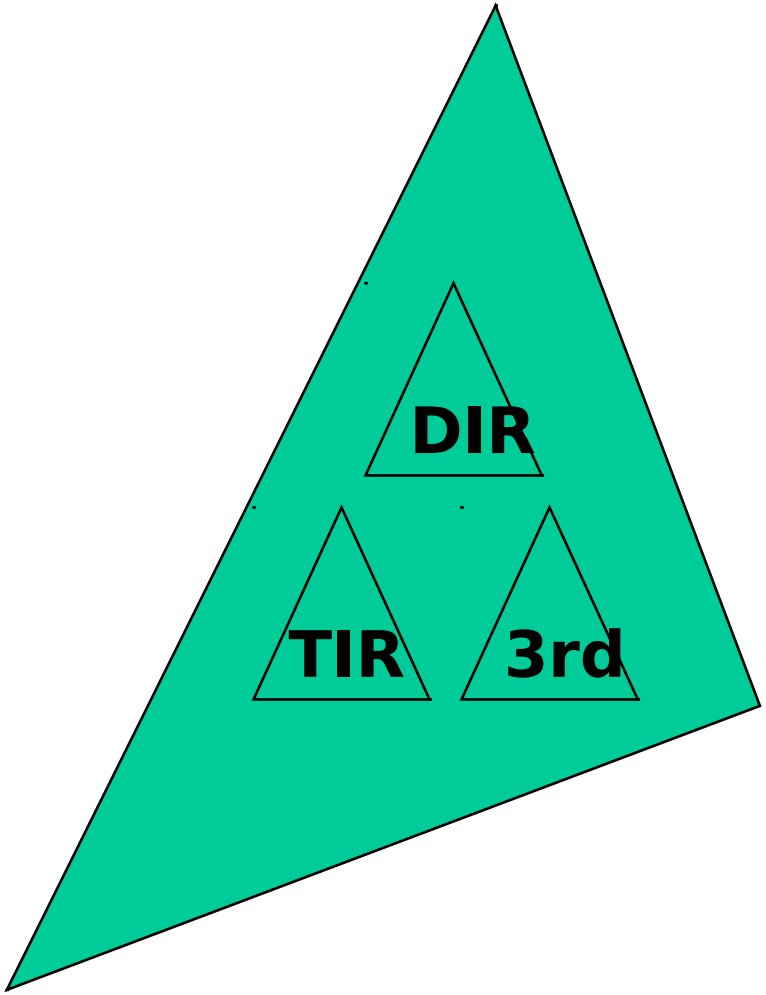
YELLOW ZONE

GREEN ZONE

Roles Identified



Resolution Options



Direct Approach

Third Party

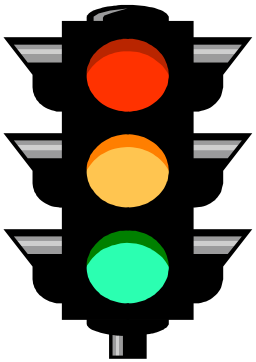
Training Information Resource

IRS Process

- What exactly happened?
- What was the impact?
- Apply the Reasonable Person Standard…
- Behavior zone was red, yellow or green?
- What are my responsibilities?
- What are the options?

Recipient

- Do not ignore conflict
- Review options
- Take action to reach a resolution



RED ZONE

Take Formal Or Official Action

YELLOW ZONE

Direct Approach

Informal Third Party

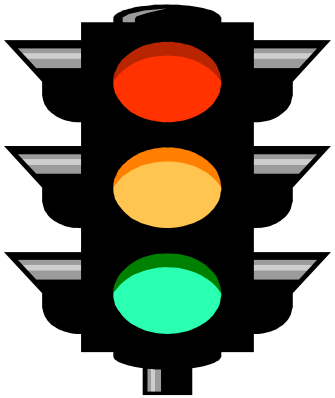
Training & Information

GREEN ZONE

No Action Required

Offending Person

- Do not ignore conflict
- Listen to understand
- Review options
- Take action to reach a resolution



RED ZONE

Take Formal Or Official Action

YELLOW ZONE

Direct Approach

Informal Third Party

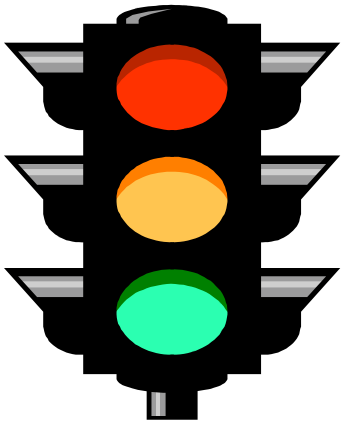
Training & Information

GREEN ZONE

No Action Required

Other Person

- Do not ignore conflict
- Listen to understand
- Intervene and support if appropriate
- Maintain confidentiality



RED ZONE

Take Formal Or Official Action

YELLOW ZONE

Direct Approach

Informal Third Party

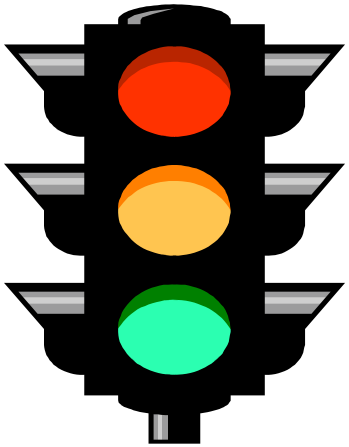
Training & Information

GREEN ZONE

No Action Required

Supervisor

- Listen and do not filter complaints
- Request resource materials or training
- Take appropriate action
- Follow-up and provide feed back



RED ZONE

Take Formal Or Official Action

YELLOW ZONE

Direct Approach

Informal Third Party

Training & Information

GREEN ZONE

No Action Required

Communication Skills

- Seeing the other person's point of view
- Approaching another person
- Apologizing

Training Information Resources

- **Films**
- **Books**
- **Posters**
- **Lecture / Guided discussion**

Summary

- Define IRS concept
- Discuss IRS key elements
- Demonstrate working knowledge of IRS